

***Notice Inviting Expression of Interest (EoI) For
Operation and Maintenance Training to Staff and Operators of Sewerage System
Under Yamuna Action Plan – II Program***

1. Background

The National River Conservation Directorate (NRCD) under Ministry of Environment and Forests (MoEF) is executing the implementation of Yamuna Action Plan Phase-II (YAP-II) to restore the water quality of Yamuna River to acceptable level. The program is executed with the financial assistance of Japan Bank for International Cooperation (JBIC). NRCD has engaged Project Management Consultant (PMC) to assist it in management, administering and facilitating the YAP-II programme. Operation and Maintenance Training to staff and Operators of sewerage System is one of the sub-components of Water Quality Monitoring Programme under YAP-II.

2. Rationale of the Assignment

It is observed that the Existing Sewerage network, Pumping Stations and Sewage Treatment Plants (STPs) constructed under YAP-I project in Delhi, UP (8 towns) and Haryana (6 towns) are not being properly functioning due to lack of proper operation and maintenance. One of the major reasons is inadequate knowledge & skill/ training of the Operators & Maintenance Staff responsible for the O & M of the sewerage system. This sub-component “O & M Training to Staff and Operators of Sewerage System under Water Quality Monitoring Programme component of YAP-II” will deal with providing adequate training facilities to the O & M staff at all levels and the lessons learned from the condition and the performance review of the existing sewerage network, pumping stations and Sewage Treatment Plants built under YAP-I, on sustainable basis. The focus of this exercise will be on the sewerage system of YAP towns and 28 STPs commissioned under YAP-I and on the staff who are engaged in the management and day to day operation of these sewerage facilities.

The Employer intends to employ consultants to conduct training need study, design and develop suitable training module/s, conduct training programs for different levels, establishment of framework of Government directives & Policy Guidelines for O & M, identify, evaluate and finalize sustainability options through public private partnership mechanism.

3. Objectives of the Consultancy Services;

- (i) Operation & Maintenance Training
 - a. Assessment of training needs, Development of training module/s.
 - b. Conduct training programs for different levels of staff & operators,
 - c. Pre & Post Training Impact Assessment
- (ii) Establishment of framework for Government Directives & Policy Guidelines for O & M of sewerage system (Sewerage Network, Pumping Stations and Sewage Treatment Plants),
- (iii) Identify, evaluate and finalize sustainability options for O & M training of sewerage system through public private partnership mechanism.

4. Scope of Work

A. Training Need Assessment (TNA), Development of Training Module & Provision of Training.

- i. Conduct a comprehensive training needs assessment of staff and operators of different levels for the development of the Operation and Maintenance Training Module (s).
- ii. Design and develop training module (s) to conduct the training identified in the needs assessment. The training modules will include “O&M” manuals for complete sewerage system (Sewerage Network, Pumping Stations and Sewage Treatment Plants).
- iii. Prepare the detail training implementation plan for different hierarchical levels of staff and operators.
- iv. Establish suitable performance measurement / formats for objective evaluation of staff performance in pre and post training sessions.
- v. Prioritization of the training modules based on training requirements of various hierarchical levels of O&M staff and operators.
- vi. Conduct training programmes as per the Training Plan with complete logistics, resource personnel and infrastructures.
- vii. Ensure quality of the training programme through participant’s course evaluation at the end of each course and make necessary modifications in the training modules in consultation with the Project Implementing Agencies.
- viii. Conduct impact assessment on the skills of O & M staff by post training evaluation through suitable performance measurement tools.
- ix. After the impact assessment of the trainings conducted the Consultant is required to conduct module specific refreshers training courses for the same participants to clarify the queries, difficulties of the staff and operators after the 1st phase training and working on the site thereafter and to transfer the learning to the trainees after amending the training module based on the learning of the 1st phase training and the impact assessment thereafter.
- x. Submission of final impact assessment report on development and capacity of O&M staff and operators incorporating the lesson learnt after implementation of the training program and **finalization of training modules.**

B. Establishment of a framework of Governmental Directives & Policy Guidelines for O & M.

- ii. Establish a framework (based on the best practices in India and abroad) of governmental directives and guidelines for making capacity building of O&M staff a sustainable programme beyond YAP-II.
- iii. Establish a methodology for benchmarking and measuring the performance of the training program in terms of reduced lost time accidents, improved operations and maintenance, better effluent quality, greater job satisfaction and reduced unit costs of operations.

- iv. Investigate the merits of establishing a ‘certification program’ on the designed training programme and its further accreditation through a national level apex body such as AICTE, UGC etc
- i. Evaluate and suggest the reinforcement mechanism of the developed directives and policy guidelines in the present institutional framework.

C. Public Private Partnership for Sustainability of the Training beyond YAP-II.

- i. Evaluate, identify and select a suitable training Institute /agency for imparting training beyond YAP-II with public private partnership.
- ii. Prepare detail scope of work for the identified training institute/agency for imparting training on the designed training framework.
- iii. Facilitate the signing of Memorandum of Understanding (MoU) between identified/selected training institute/agency and concerned stakeholder/s.
- iv. Submission of “Detail Training Module and Structured Certification Program” for technology transfer including Training to the Trainers, augmenting the learning through implemented training plans.
- v. Suggest viable recommendation and submit innovative proposals for establishing a “Visitor’s Centre” accounting the existing resources of PIA or other state resources in view of raising public awareness and for demonstration of various sewage treatment technologies including O & M aspects.
- vi. Provision of general public awareness regarding the importance of O & M of sewerage system.

5. Duration of the Assignment

The assignment will be carried out over a period of 9 calendar months.

6. Eligibility Criteria

The consulting consortium/company should fulfil the following criteria:

- a) Agencies / Consortiums should have proven track record in handling projects of similar nature and magnitude and availability of skilled experts.
- b) Sufficient knowledge and experience in Capacity Building and Training particularly in Operation and Maintenance of Sewerage systems.
- c) Average turnover in terms of net consultancy fees (excluding out of pocket expenses) for the last 3 financial years to be not less than Rs.3 Crores.

7. Submission

Interested Agencies/Consortiums may submit the EOI in sealed envelope clearly superscribed as “Expression of Interest for “Operation & Maintenance Training to Staff and Operators of Sewerage System under YAP-II” to the undersigned within **21 (Twenty One) days** of publication of the notice in newspaper in 2 hard copies containing the following information in ‘A 4’ pages and font size of 12: -

- a) Type of organisation and date of establishment with photocopy of supporting documents.
 - b) Copy of audited Profit & Loss Statement and Balance Sheet, Annual Turnover for the last 3 financial years,
 - c) Previous relevant experience in the format prescribed below as Annexure-A.
 - d) Indication of key staff likely to be engaged for the assignment, together with their curriculum vitae in the form prescribed below as Annexure-B.
 - e) Indication of sub or associate consultants to be employed, together with their brief profile.
 - f) Understanding of the scope of work, short approach and comments, if any, on the draft brief.
6. Late submissions or submissions that do not conform to the above requirements will not be considered.
7. Consultants are also required to state any involvement or interest that is in real or apparent conflict with the duties to be performed for this consultancy. Any involvement or interest declared would be carefully considered but would not automatically bar the Consultant from being further considered in the selection process.
8. Based on the responses received suitable firms will be short listed and issued the RFP document for submission of technical and financial proposals.

Under Secretary (Administration)

National River Conservation Directorate
Ministry of Environment & Forest, Government of India
Room No. 145, Paryavaran Bhawan
CGO Complex, Lodhi Road
New Delhi – 110 003.

Annexure-A

Relevant Services carried out in last Ten years That Best Illustrate Qualifications

Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

| | | |
|--|-------------------------------|--|
| Assignment Name: | | Country: |
| Location within Country: | | Professional Staff Provided by Your Firm/entity(profiles): |
| Name of Employer: | | N ^o of Staff: |
| Address: | | N ^o of Staff-Months; duration of assignment: |
| Start Date (Month/Year): | Completion Date (Month/Year): | Approx. Value of Services (in Current US\$): |
| Name of Associated Consultants, if any: | | N ^o of Months of Professional Staff Provided by Associated Consultants: |
| Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: | | |
| Narrative Description of Project: | | |
| Description of Actual Services Provided by Your Staff: | | |

Firm's Name: _____

Annexure-B

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____
Name of Firm: _____
Name of Staff: _____
Profession: _____
Date of Birth: _____
Years with Firm/entity: _____ Nationality: _____
Membership in Professional Societies: _____
Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignments during last ten (10) years. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools /colleges/ universities, dates attended, and degrees obtained with attainment level (UG to PhD). Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and Employer references, where appropriate. Use about three-quarters of a page.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Date: _____

[Signature of staff member and authorized representative of the Firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____